



U.S. Department of Transportation  
National Highway Traffic Safety Administration

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received  
09 MAY 30 PM 2:30  
09-MAY-2006

Repository   
Reference No.  
10157007

**OWNER INFORMATION (Type or Print)**

Name [Redacted]  
Address [Redacted]  
City CORTLAND State NY Zip Code [Redacted]

Daytime Telephone Number [Redacted]  
Evening Telephone Number [Redacted]

E-mail Address [Redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.  
Signature of Owner \_\_\_\_\_ Date 1/1

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
1FTWW33P23E [Redacted] Make FORD Model F350 Model Year 2003  
Date Purchased 15-MAR-03 Dealer's Name and Telephone Number BACKUS FORD Engine: No: Cylinders Fuel Type: Diesel  
Original Owner  Dealer's City SYRACUSE State NY Zip Code [Redacted]  
Transmission Type AUTOMATIC  Antilock Brakes  Cruise Control Powertrain 4 WHEEL DRIVE Vehicle Component Code DS0100 FUEL SYSTEM, DIESEL  
Multiple Failure: X6

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s) 26-APR-2006 Failure Mileage 21000 Failure Speed most recent Loss of power on highway

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make \_\_\_\_\_ The Model (Name or Number) \_\_\_\_\_ Tire Size (Example P215/GSR15) \_\_\_\_\_  
DOT No. (Example: DOTM1A9ABC036)  Original Equipment Prior Repair Failure Location: \_\_\_\_\_  
Tire Component Code \_\_\_\_\_ Tire Failure Type \_\_\_\_\_

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: \_\_\_\_\_ Date Manufactured: \_\_\_\_\_ Model No./Name: \_\_\_\_\_  
Seat Type: \_\_\_\_\_ Installation System: \_\_\_\_\_  
Child Seat Component Code: \_\_\_\_\_ Failed Part: \_\_\_\_\_

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash  Yes  No Fire  Yes  No Number of Persons Injured \_\_\_\_\_ Number of Deaths \_\_\_\_\_ Reported to Police N

Narrative Description of Incident(s), Crash(es), and Injury(ies).  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

DT: THE CONTACT STATED WHILE DRIVING AT VARIOUS SPEEDS THE VEHICLE STALLED, IN ALL INCIDENTS THE VEHICLE RESTARTED AND WAS LATER DRIVEN TO THE DEALER. THE DEALER REPLACED AND REPROGRAMMED THE PCM, HOWEVER THIS DID NOT REMEDY THE PROBLEM. ON THE MOST RECENT VISIT TO THE DEALER THE TURBO CHARGER WAS REPLACED, BUT THE PROBLEM STILL OCCURS.

- 1) Truck returned to dealer 7/23/03 - loss of power
- 2) Truck taken to dealer 8/2/03 loss of power
- 3) Truck taken to dealer 5/3/05 loss of power
- 4) Truck taken to dealer 6/8/05 loss of power
- 5) Truck taken to dealer 7/1/05 loss of power
- 6) Truck taken to dealer 7/1/05 would not start - hoses

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

- 7) Truck taken to dealer 4/26/06 loss of power

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

We have had 6 instances where the turbo charger failed while coming down the highway. We lost power and were unable to go approximately 35 mph until we got off the highway. We had an additional problem where the truck would not start in the middle of the road.

- vehicle history enclosed

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W. Washington, D.C. 20590

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
400 7th Street, SW  
Washington, DC 20590



Think your vehicle has a safety defect?



If so:

Use the enclosed form to file a report

of your

vehicle or equipment

of any

Vehicle Safety Hotline

888-327-4236



Vehicle Owner's Questionnaire (VOC)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration



# Standard Claims List For Model Year 2003

## Detailed Vehicle Specification

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	FLT CD	TR5 CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	ITS	WCC	CP6C_6	PREF	BASE	SUPP	CC				
1FTWW33P23E	T/77	F	T/BC	T/CD	T/E	A1	T/BE	T/YB	03-19- APR-2003	MAY-2003	113216	USA 2	6A01	010301	*	3820124	*	F2					
AWS Claim Key:		1717387		Trx Code:		1		Labor Hrs:		6.2													
Dir Cd-Sub Cd:		00585 - *		Name:		BACKUS FORD INCORPORATED		Ph:		315-4329944		St:NY		City Cd:		USA		Reg Cd:		NA		Repr Date:18-JUN-2003	
Cust Comments:		CUSTOMER STATES THERE ARE SEVERAL MARKS IN SRTIPIN. ALSO SCRATCHES IN PAINT ON DRIVERS DOOR AND RIGHT REAR F																					
Tech Comments:		VERIFY BLEMISH. REPAIR AND REFINISH DRIVERS FRONT DOOR. REPLACE STRIOP AS NECESSARY.																					
1FTWW33P23E	T/77	F	T/BC	T/CD	T/E	A1	T/BE	T/YB	03-19- APR-2003	MAY-2003	113216	USA 3	6A50	010104	*	3827840	*	F1					
AWS Claim Key:		1715728		Trx Code:		1		Labor Hrs:		4.3													
Dir Cd-Sub Cd:		00585 - *		Name:		BACKUS FORD INCORPORATED		Ph:		315-4329944		St:NY		City Cd:		USA		Reg Cd:		NA		Repr Date:18-JUN-2003	
Cust Comments:		CUSTOMER STATES SCRATCHES UNDER CLEAR COAT ON RIGHT REAR FENDER.																					
Tech Comments:		VERIFY CONCERN. REPAIR AND REFINISH REAR FENDER. REPLACE FENDER STRIPES AS NECESSARY.																					
1FTWW33P23E	T/77	F	T/BC	T/CD	T/E	A1	T/BE	T/YB	03-19- APR-2003	MAY-2003	113216	USA 2	6A15	011803	2C3Z	26255A67	AAA	F1					
AWS Claim Key:		1712184		Trx Code:		1		Labor Hrs:		0.5													
Dir Cd-Sub Cd:		00585 - *		Name:		BACKUS FORD INCORPORATED		Ph:		315-4329944		St:NY		City Cd:		USA		Reg Cd:		NA		Repr Date:18-JUN-2003	
Cust Comments:		CUSTOMER STATES DEFECT IN STRIPES ON LEFT REAR FENDER AND RIGHT SIDE DOORS.																					
Tech Comments:		VERIFY CONCERN. REPLACE LEFTREAR FENDER AND BO. H RIGHT SIDE DOORS.																					
1FTWW33P23E	T/77	F	T/BC	T/CD	T/E	A1	T/BE	T/YB	03-19- APR-2003	MAY-2003	113216	USA 3	1H03	030008	3C3Z	9J460	AA	D4					
AWS Claim Key:		1867311		Trx Code:		S07		Labor Hrs:		0.9													
Dir Cd-Sub Cd:		02887 - *		Name:		SPYRAGUE FORD WELLS FORD, INC.		Ph:		607-3244444		St:NY		City Cd:		USA		Reg Cd:		NA		Repr Date:23-JUL-2003	
Cust Comments:		VEHICLE LACKS POWER AND MAKES POPPING SOUND ON ACCEL																					
Tech Comments:		REPLACE EBF SENSOR																					
1FTWW33P23E	T/77	F	T/BC	T/CD	T/E	A1	T/BE	T/YB	03-19- APR-2003	MAY-2003	113216	USA 3	1H03	030008	3C3Z	9F452	AC	D0					
AWS Claim Key:		2106081		Trx Code:		1		Labor Hrs:		6.7													
Dir Cd-Sub Cd:		00585 - *		Name:		BACKUS FORD INCORPORATED		Ph:		315-4329944		St:NY		City Cd:		USA		Reg Cd:		NA		Repr Date:02-APR-2003	
Cust Comments:		CUSTOMER STATES: ENGINE LACKS POWER, HAS NO POWER WHEN IN GEAR																					
Tech Comments:		VERIFIED CONCERN FOUND CODES P0404 P2263 BAD EGR VALVE AND ICP SENSOR REPLACED EGR VALVE AND ICP SENSOR CHE																					
1FTWW33P23E	T/77	F	T/BC	T/CD	T/E	A1	T/BE	T/YB	03-19- APR-2003	MAY-2003	113216	USA 11											
AWS Claim Key:		5436852		Trx Code:		03E03		Labor Hrs:		0.7													
Dir Cd-Sub Cd:		00585 - *		Name:		BACKUS FORD INCORPORATED		Ph:		315-4329944		St:NY		City Cd:		USA		Reg Cd:		NA		Repr Date:06-APR-2004	
Cust Comments:		CUSTOMER STATES RECALL PCM REPROGRAM 03E03 - Recall																					

Tech Comments: VERIFIED VEHICLE QUALIFIES FOR RECALL 03E03 REPROGRAMED POWER TRAIN CONTROL MODULE PER CAMPAIGN DDDME P1 REPAIR IN ERROR WAS 3675 KEY 8675														
IFTWW33P23E	T/F7	F	T/BC	T/CD	T/E	A1	T/BE	T/YB	03-19- APR- MAY- 2003 2003	113216	USA 24	2H02 030008	3C3Z 6F089	AA E2
AWS Chain Key: 10632946 Trx Code: S07 Labor Hrs: 3.5														
Dir Cd-Sub Cd: 03071 - * Name: CORTLAND FORD, INC. Ph: 607-7533077 St:NY Ctry Cd: USA Reg Cd: NA Repr Date:03-MAY-2005														
Cust Comments: CUSTOMER STATES CHECK ENGINE LIGHT ON ON AND OFF.														
Tech Comments: TECH PULLED CODES P0478 EXHAUST PRESSURE CONTROL VALVE P2263 TURBO BOOST SYSTEM PERFORMANCE, P2264 WATER P1725, INSUFFICIENT ENGINE SPEED INCREASE DURING SELF TEST. TE TECH REPLACED VGT DIAG AS PER HOTLINE SECT 4 PC E1 PROGRAMMED TO LATEST CALIBRATION. VEHICLE CHECKS GOOD. ROAD TESTED														
IFTWW33P23E	T/F7	F	T/BC	T/CD	T/E	A1	T/BE	T/YB	03-19- APR- MAY- 2003 2003	113216	USA 26	2H01 030008	3C3Z 6K682	AARM E2
AWS Chain Key: 11169744 Trx Code: S07 Labor Hrs: 4.1														
Dir Cd-Sub Cd: 03071 - * Name: CORTLAND FORD, INC. Ph: 607-7533077 St:NY Ctry Cd: USA Reg Cd: NA Repr Date:08-JUN-2005														
Cust Comments: CUSTOMER STATES CHECK ENGINE LIGHT ON MOSTLY UNDER LOAD, SPUTTERS WASTE GATE?														
Tech Comments: PERFORMED DIESEL DIAGNOSTICS, PINPOINT TEST CODE P2263 TO TURBO OVERBOOST THEN SHUTTING DOWN REPLACEMENT NEEDED REPLACED TURBO AND RECHECK ALSO FOUND LEAK AT FIFB REPLACED PIPE REMOVED LEFT EXHAUST MANIFOLD, C BURS AND REINSTALL TO CURE LEAK														
IFTWW33P23E	T/F7	F	T/BC	T/CD	T/E	A1	T/BE	T/YB	03-19- APR- MAY- 2003 2003	113216	USA 26	2H01 030008	3C3Z 6K682	AARM D3
AWS Chain Key: 11221016 Trx Code: E91 Labor Hrs: 4.2														
Dir Cd-Sub Cd: 03071 - * Name: CORTLAND FORD, INC. Ph: 607-7533077 St:NY Ctry Cd: USA Reg Cd: NA Repr Date:17-JUN-2005														
Cust Comments: CUSTOMER STATES CHECK ENGINE LIGHT ON BUCKS														
Tech Comments: PERFORMED DIESEL TESTS, FOUND TURBO FAULTY REPLACE TURBO AND RECHECK														
IFTWW33P23E	T/F7	F	T/BC	T/CD	T/E	A1	T/BE	T/YB	03-19- APR- MAY- 2003 2003	113216	USA 26	2G01 03000X	4C3Z 12B599	AARM D0
AWS Chain Key: 11297417 Trx Code: S07 Labor Hrs: 1.3														
Dir Cd-Sub Cd: 09891 - * Name: HERBONS-CARBONDALE/CRD Ph: 570-2822256 St:PA Ctry Cd: USA Reg Cd: NA Repr Date:01-JUL-2005														
Cust Comments: CHECK ENGINE FOR NO START.														
Tech Comments: FUEL INJECTION CONTROL MODULE SCAN SYSTEM FOR CODES P0603 U0105 U0306. TRY INJECTOR TEST W ITH NO COMMUNICAL FICM. CHECK WIRING TO FICM. REPLACE FICM. REPROGRAM FICM PCM TCM. TEST DRIVE														
IFTWW33P23E	T/F7	F	T/BC	T/CD	T/E	A1	T/BE	T/YB	03-19- APR- MAY- 2003 2003	113216	USA 35	.	.	.
AWS Chain Key: 13410350 Trx Code: 06E17 Labor Hrs: 0.7														
Dir Cd-Sub Cd: 03071 - * Name: CORTLAND FORD, INC. Ph: 607-7533077 St:NY Ctry Cd: USA Reg Cd: NA Repr Date:22-MAR-2006														
Cust Comments: CUSTOMER RECEIVED RECALL LETTER 06E17														
Tech Comments: 1 REPROGRAM CONTROL MODULES														
IFTWW33P23E	T/F7	F	T/BC	T/CD	T/E	A1	T/BE	T/YB	03-19- APR- MAY- 2003 2003	113216	USA 35	.	.	.
AWS Chain Key: 13410342 Trx Code: 99B01 Labor Hrs: 0.3														
Dir Cd-Sub Cd: 03071 - * Name: CORTLAND FORD, INC. Ph: 607-7533077 St:NY Ctry Cd: USA Reg Cd: NA Repr Date:22-MAR-2006														
Cust Comments: 1 TIME TEST DRIVE														
Tech Comments: COMPLETE ROAD TEST														

**THE ATTACHMENTS TO THIS  
DOCUMENT HAVE BEEN REMOVED  
TO PROTECT UNWARRANTED  
INVASION OF PERSONAL PRIVACY  
PURSUANT TO EXEMPTION 6 OF  
THE FREEDOM OF INFORMATION  
ACT (FOIA), 5 U.S.C. 552(b)(6).**